

HELP : 1-888-751-4086; 1-866-894-0637 (FE)

GSPN

<http://gspn3.samsungcspotal.com>

PLUS ONE

<http://my.plus1solutions.net/clientPortals/samsung>

HOT TIPS

Power On Problems: (see page 2)

Video Problems: (see page 3.4)

Other:

HDMI Bleed-over

FIRMWARE

8/9/2010

(1010 & 1005.0)

Reason: This firmware will prevent:
'USB Power Overload' message pops up
even USB port is not connected

**HDMI 2 looks activated when HDMI 1
port is connected**

Previous: 1006.1

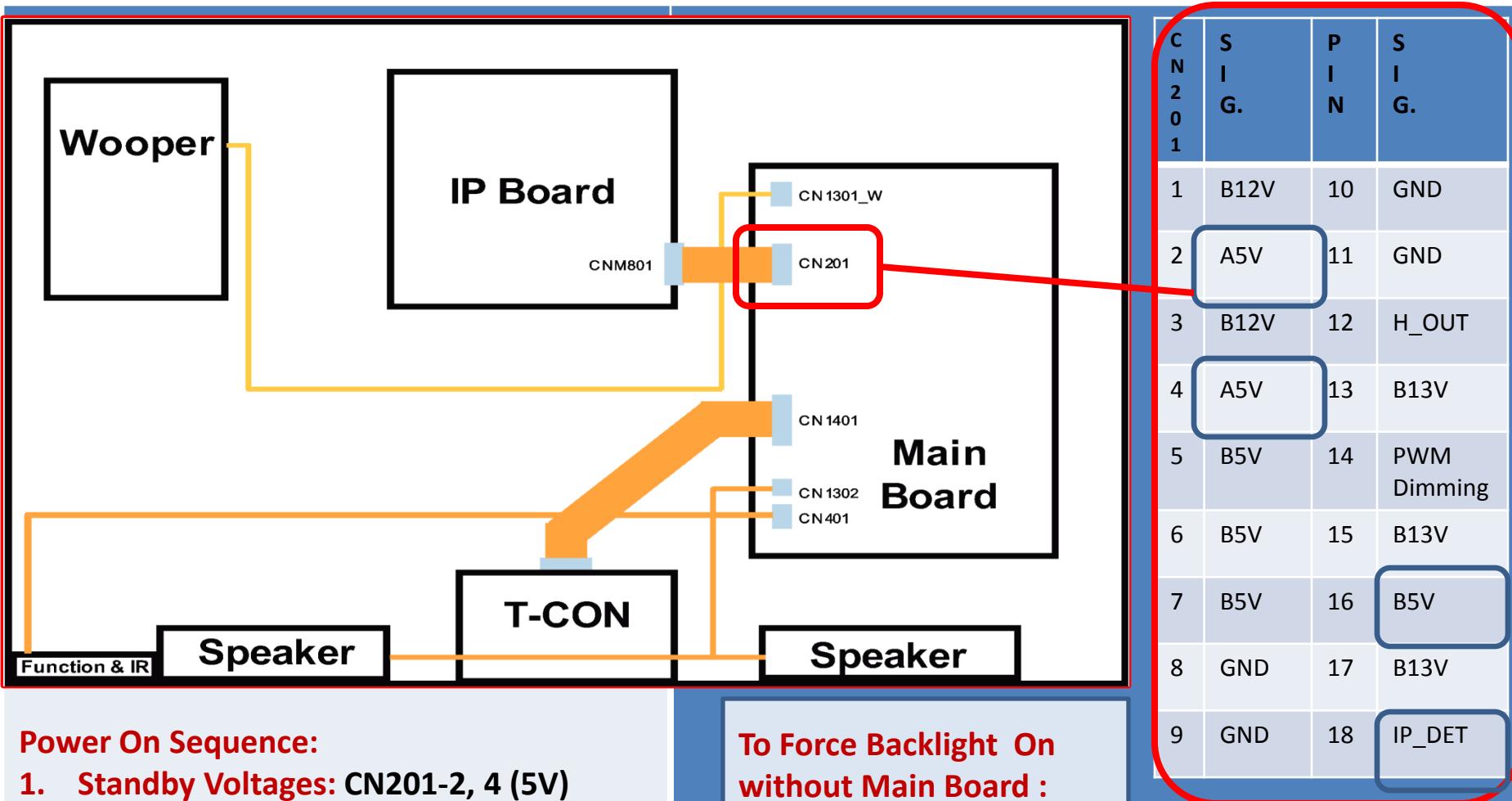
Prevents: Buffering when connecting
Samsung Camcorder S15 and 16 through
WiFi

SERVICE BULLETINS

ASC20110621002

2010 LED Option Byte Table. It is important to verify
the correct option byte is set.

Version	Parts No	Short Description
AA09	BN07-00935A	Panel
ALL	BN44-00358B	Power PCB
SQ04	BN81-04357A	T-CON PCB
SQ02	BN81-04357A	T-CON PCB
CN03	BN81-04452A	T-CON PCB
CN01	BN81-04452A	T-CON PCB
H306	BN81-05774A	T-CON PCB
H308	BN81-05774A	T-CON PCB
HQ05	BN81-05774A	T-CON PCB
CN01	BN94-03366D	Main PCB
SQ02	BN94-03366M	Main PCB
CN03	BN94-03366S	Main PCB
SQ04	BN94-03366X	Main PCB
H306	BN94-04118A	Main PCB
HQ05	BN94-04118A	Main PCB
H308	BN94-04492H	Main PCB
SQ02	BN94-04492H	Main PCB
AA09	BN94-04684D	Main PCB
ALL	BN96-13047J	Function & IR PCB
CN03	BN07-00855A	Panel
CN01	BN07-00855A	Panel
SQ04	BN07-00861A	Panel
SQ02	BN07-00861A	Panel
HQ05	BN95-00415A	Panel
H308	BN95-00415B	Panel
H306	BN95-00415B	Panel
ALL	BN61-05994A	Stand Guide Neck
ALL	BN63-06543B	Back Bottom Cover
ALL	BN96-10689A	Stand Guide Neck
ALL	BN96-12764F	Stand Base
ALL	BN96-12894A	Front Cover
ALL	BN96-12916M	Rear Cover
CN01	BN96-12933A	Stand Base
SQ02	BN96-12933A	Stand Base
CN01	BN96-13131D	Stand Guide
ALL	3903-000527	Power Cord
CN01	BN40-00162A	Tuner
H308	BN40-00162A	Tuner
SQ02	BN40-00162A	Tuner
AA09	BN40-00162A	Tuner
HQ05	BN40-00194A	Tuner
H306	BN40-00194A	Tuner
SQ04	BN40-00194A	Tuner
CN03	BN40-00194A	Tuner
ALL	BN96-12723N	LVDS Cable



Power On Sequence:

1. **Standby Voltages: CN201-2, 4 (5V)**
2. **Power On probable error on CN201-2 or 4 PS_ON)**
3. **Low Voltage Supplies On CN201-5,6,7,13,17**
4. **Back Light Supply On CN201 -16**
5. **Back Light Confirmation CN201-18**

To Force Backlight On without Main Board :

1. Remove Power Cord
2. Disconnect CN201
3. Plug In Power Cord
4. Backlight should be on immediately.

TROUBLESHOOTING VIDEO PROBLEMS

1. Verify Video Operation

- Customer Picture Test (models available)
- “Display” (If display is OK source is suspected)
- Substitute with known good Source
(external DVD or Signal Generator)

2. Using Test Patterns in Service Mode

- ENTER SERVICE MODE -

- Select an active source signal. (HDMI preferred)
Test Pattern may rely on signal source to appear.

Customer Remote

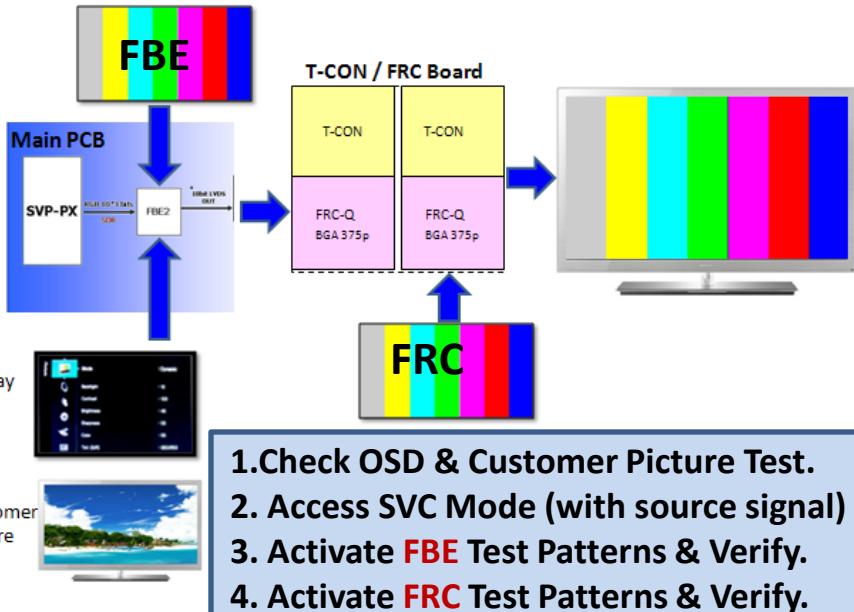
- Power off
- Mute, 182, Power

Service Remote

- Power On
- Info, Factory

2010 Models

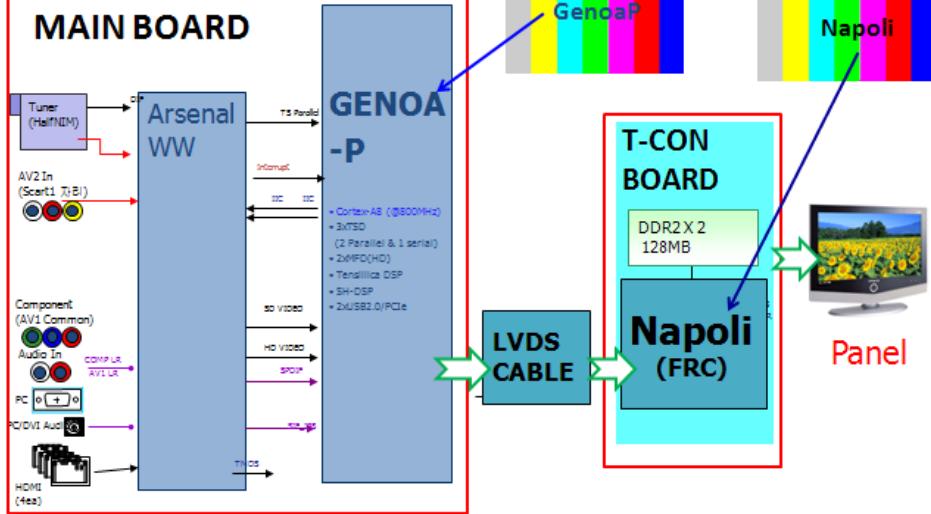
LCD Signal Path for Troubleshooting



2011 LED 8000 Series

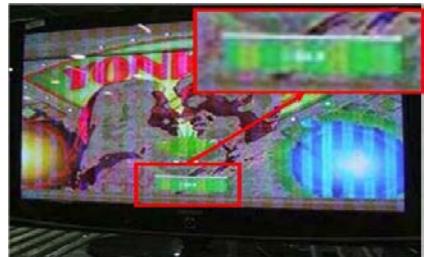
Verify Test Mode Signals

MAIN BOARD



- Select an active source signal. (HDMI preferred)
Test Pattern may rely on signal source to appear.
- Access Service Mode
- Access SVC
- Access Test Patterns
- Access Genoa-P
- Check Test Patterns
- If OK suspect input Source
- Access Napoli
- Check Test Patterns
- If OK and Genoa-P was not good
Suspect Main Board or LVDS Cable

ON SCREEN FAILURE EXAMPLES:



If Picture & Display errors
Defective Main Board, LVDS,
or T-CON



Green lines or a green screen
defective main board , LVDS , or
T-CON.



Original Image

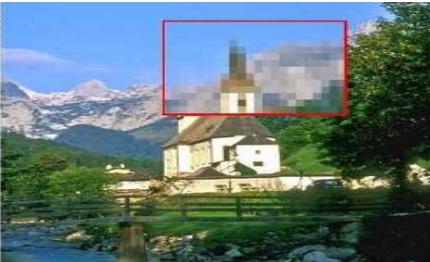
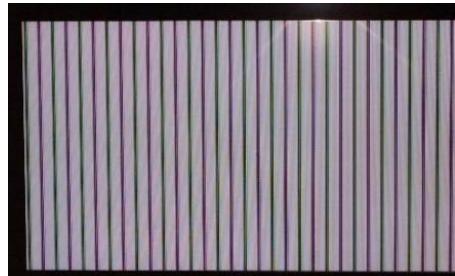


Image on Screen

Pixelization can be caused by the main board
but is more commonly a source error



Vertical or Horizontal Lines :Defective
Panel likely but also T-CON, LVDS, or Main
Board. Use Test Patterns in Factory Service
Mode to determine error)

ALIGNMENTS:

1. Check/Set Option Bytes:

Using the Customer Remote

1. Turn the power off and set to stand-by mode
2. Press the remote button in this order: POWER-OFF-MUTE-1-8-2-POWER ON to turn the set on.
3. The set will enter service mode and enter service mode. This may take approximately 20 seconds.
4. Press the Power button to turn off and store data in memory.
- If you fail to enter service mode, repeat steps 1 and 2 above.
5. Initial SERVICE MODE DISPLAY State

Project	PB5G	PB5G	PB5G
Model	PB50	PB50	PB50
Model Code	PN6855012FXZA	PN6855012FXZA	PM63B5012FXZA
No	ITEMS		
1	Factory Reset	-	-
2	Type	50FSPL4	50FNK1
3	Model	PB550	PB550
4	TUNER	ALPS	ALPS
5	Region	US	US
6	DDR	SAMSUNG	SAMSUNG
7	Light Effect	Off	Off
8	Inch	50"	50"
9	Exhibition Mode	Off	Off

Option Bytes

Factory Reset	
Type	50HSnB4
Model	PB550
TUNER	ALPS
Region	US
DDR	SAMSUNG
Light Effect	Off
Inch	50"
Exhibition Mode	Off

2. Check/Perform Firmware Upgrade for all repairs.

3. Perform reset in Service Mode & Plug and Play if Main board is replaced.

SPECIAL NOTES:

Inform customer of reset of all
Settings if Main Board or Panel is replaced.

Option												
Type	Model	Tuner	Region	DDR	Light Effect	Audio AMP	Ch Table	Country	Front Color	Local Set	Exhibition Mode	
55D1UFOE	UC6300	SEMCO	-	-	OFF	-	-	USA	W-D-Gray	-	-	
55A1UFOE	UC6300	SEMCO	-	-	OFF	-	-	USA	W-D-Gray	-	-	
55D1UFOE	UC6300	SEMCO	-	-	OFF	-	-	USA	W-D-Gray	-	-	
55A1UFOE	UC6300	SEMCO	-	-	OFF	-	-	USA	W-D-Gray	-	-	
46A1UF0E	UC6300	SN761640		-	OFF	-		USA	W-D-Gray			